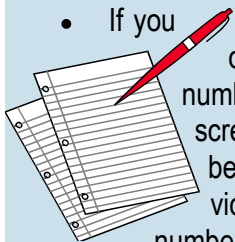


COMPLAINTS

Once you register your telephone number, telemarketers covered by the National Do Not Call Registry have up to 31 days from the date you register to stop calling you. Your complaint may be rejected if it is placed before the effective date. Consumers may file a complaint with the ICC or the FTC by Internet or telephone. To file a complaint regarding an alleged violation, consumers must be able to provide information about the call.

COMPLAINT CHECKLIST

- Record the date and time of the call.
- If you have Caller ID, write down the telephone number that appears on the screen and any other number the telemarketer provides (usually a toll free number).
- Record the name of the company whose product or service is being sold by the telemarketer (Federal law requires telemarketers to state this information at the beginning of every call).
- Record the name and address of the telemarketing firm and a manager's name if available.

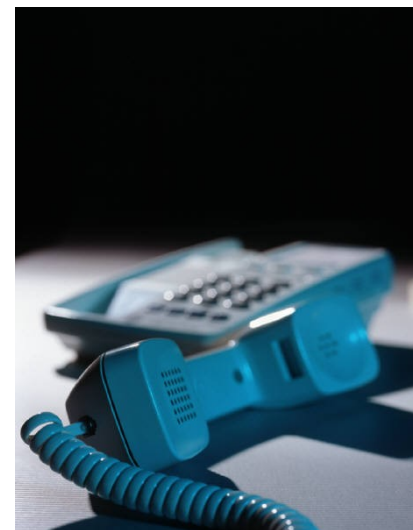


ILLINOIS COMMERCE COMMISSION
527 East Capitol Avenue
Springfield, Illinois 62701



Consumer Services

ILLINOIS RESTRICTED CALL REGISTRY



Illinois Commerce Commission
www.icc.illinois.gov

**The Illinois
Restricted Call
Registry enables
consumers to
reduce unwanted
telephone solicitation calls.**



Illinois law adopts the National Do Not Call Registry, which is managed by the Federal Trade Commission, giving consumers the benefit of being included in both state and national registries with the convenience of free one-step enrollment. Illinois residential subscribers can register their telephone numbers by internet or telephone.

Cell phone numbers may be registered. Your registration will not expire. Telephone numbers remain on the registry unless removed or changed by the subscriber.

Business numbers should not be registered since they are not covered under the law.

TO REGISTER

INTERNET REGISTRATION

www.donotcall.gov
www.icc.illinois.gov

TOLL FREE TELEPHONE REGISTRATION

Call from the number you wish to register.

1-888-382-1222
TTY — 1-866-290-4236

OBLIGATION OF TELEMARKETERS

Once you register your telephone number, telemarketers covered by the National Do Not Call Registry have up to 31 days from the date you register to stop calling you.

ENFORCEMENT

Telemarketers that violate the law are subject to enforcement actions by the Illinois Commerce Commission, the Illinois Attorney General, Federal Trade Commission, and the Federal Communications Commission and are subject to fines and penalties

EXEMPTIONS



While enrollment in the Restricted Call Registry will reduce the number of calls consumers receive, it will not eliminate all calls. Placing your telephone number

on the Registry, won't stop calls from political organizations, charities, or survey calls (that are not sales calls.)

The law provides for certain exceptions. Including the following:

- Calls from charitable organizations or religious organizations
- Calls from companies with which a consumer has a current or prior business relationship (example: telephone company or credit card company)
- Calls from companies that have the consumer's prior express invitation or permission to call

This brochure is intended to provide general information to consumers; it is not a substitute for Illinois law, FTC or FCC rules, nor is it intended to provide legal advice.



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